HAWORTH®

Lock Programs

North America Specification Guide / Price List — September 2011



This Price List is based upon Haworth's May 2011 pricing.

Electronic Updates — HW Lock Program

950 Series, Adaptable Upper Storage, Beside, Compose, Masters Series, OneTouch, Orlando/Orlando LS, Patterns, PLACES/PLACES Too, Planes, PREMISE, RACE, Tripoli, X Series, Vancouver, UniGroup/UniGroup Too, V Series, York

Date	New Pages	Revised Pages	Description
September 2011		Page 9	• HW Replacement Key numbers change: SK- to HWSK- • HW Key Blank number change: KB-1 to HWKB-1 • Revised price page has been inserted

This Haworth North American price book contains US list prices.

Canadian customers can convert the US list price into their Canadian equivalent by going to www.Haworth.com/Canada to find the current Canadian multipliers. These multiplier factors allow you to convert the US list price into a Canadian list price.

Table of Contents

Specification Guidelines

Haworth Product Lines

The following HAWORTH product lines include locking storage components:

- 950 Series
- Adaptable Upper Storage
- Beside™ Storage
- Compose®
- Masters Series®
- Orlando™/Orlando LS
- Patterns™
- Planes®
- PREMISE®
- RACE®
- Tripoli™
- UniGroup®/UniGroup Too
- V Series®
- Vancouver™
- Varia™
- X Series®
- York™

Note: UNICELL® products are not included in the Haworth Lock Program; locks cannot be retrofitted nor keyed alike to match Haworth lock plugs or keys.

Locking Components Shipping Format

Locking components in all Haworth systems, casegoods, files and storage furniture are shipped with the lock housings factory-installed in each unit ready to receive separate lock plug cores. Lock plugs are field installed by means of a control key. Lock plugs and keys will be shipped with random numbering unless they are specified ‘‘keyed-alike.’’ Quantity of locks will match quantity required for locking components on the order.

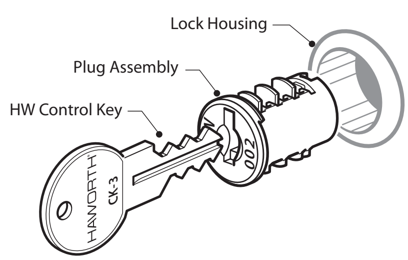
HW Lock Program

All HW lock plugs and keys will be standard in a Master Lock Program. A Master Lock program allows for better management of the facility where one ‘‘Master Key’’ can be used by Facility Management to service all locking components within a facility. Individual offices can be keyed-alike and will receive single-key access specific to the locking components within that workstation. Multiple locks in credenza components should be keyed-alike for the convenience of single-key access. General storage or file areas may also be keyed-alike so that individuals may have access to shared department documents or supplies.

To order new products within a workstation keyed-alike, the specifier should select the number of locks within the workstation and specify LSET quantities through Orderline. CSET lock plug and keys are to key-alike existing product for reconfigurations.

On Site Lock Installation

One Control Key for installing the lock plug will be included with each incremental order unit of up to 300 locks. The control key is used to insert the lock plug into the housing at the installation site. The control key cannot be used to remove a lock plug in the locked position from its housing. Additional control keys are available and should be considered for the convenience of installing locks in widely separated areas of a facility (see Keys Only, page 9).



Replacement Lock Plugs and Keys

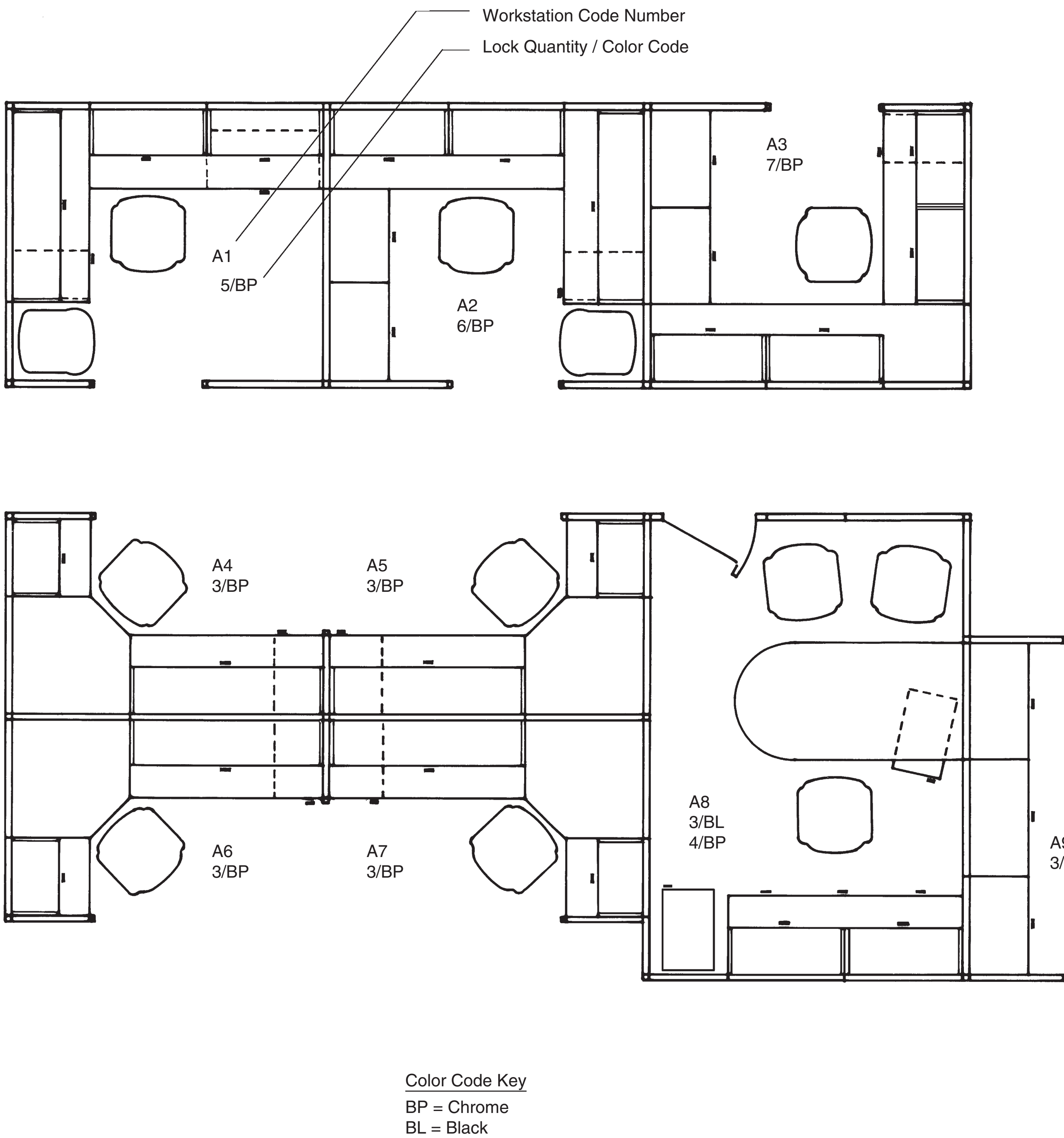
To order replacement lock plugs and keys, use the appropriate service parts catalog number or CSETS. For Wood Casegoods replacement lock plugs and keys, refer to appropriate pages.

Specification Guidelines

Coding the Office Plan

Each lock location should be identified graphically on the plan by a dash mark. Encode your office floor plan by using your own coding system to identify each workstation or area that requires keyed-alike locks (Figure 2). Remember that some furniture will have more than one lock — a double pedestal desk, for instance. The coded floor plan with office identification numbers and lock quantities and color code will be required at the time of installation. The installer will be responsible for assignment of lock quantities based on this plan.

Figure 2.



HW Lock Program

HW Lock Program

The Haworth HW Lock Program is a Master Lock Program and offers the option to have workstations keyed-alike with 300 lock numbers within the LSET series. LSET keyed-alike lock plugs/keys are for new locking product orders only and are available at no charge. LSETs ordered in excess of quantities required for new locking product on the order may result in order being placed on hold.

For reconfiguration projects, there are CSET lock plugs and keys available at a nominal charge.

Work Sheet Preparation

Photocopy the HW Lock Work Sheet to assist in specifying locks. This work sheet is for your convenience and is not to be submitted with your purchase order.

Using the Coded Office Plan

Enter the workstation or area identification codes from the plan into the columns headed OFFICE NUMBER on the HW Lock work sheet. The work sheet can accommodate 100 location entries.

Specifying Lock Quantities and Colors

Using the plan, count the number of locking components in each workstation. Enter the number of locks under ‘‘QUANTITY’’ columns, taking into account the chrome or black finish, depending on lock finishes offered (refer to page 12). When completed, each workstation should be assigned a quantity of LSETs. For file banks or storage areas requiring a larger quantity of the same lock numbers, specify LSET-999.

A Master Key will need to be separately specified.

Example:

Office Number	Quantity		LSET Number
	Chrome	Black	
A1	5		5
A2	6		6
A3		12	12
A4	25		999
A5	3		3

LSET Number	Totals	
	Chrome	Black
LSET-5	1	
LSET-6	1	
LSET-12		1
LSET-999	1	
LSET-3	1	

Total the number of LSET quantities at the bottom of the work sheet. Transfer each total quantity to your Orderline or written purchase order.

As a final verification of quantity, review the plan carefully to be sure that all products with locks have been identified. Remember that desks, credenzas and storage units may have multiple locking components.

Line Item Entry

Transfer the data from the work sheet to your Orderline or written purchase order. Enter the appropriate LSET catalog numbers on your order, followed by finish option code -BP or -BL.

Example:

Quantity	Description
2	LSET-3, LR-BP
1	LSET-5, LR-BP
1	LSET-6, LR-BP
1	LSET-12, LR-BL
1	LSET-999, LR-BP

Order Processing and Packing Method

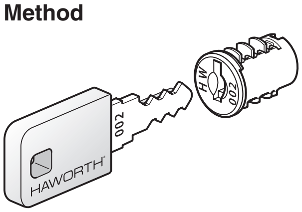


Figure 3.

Haworth will assign the lock numbers for all keyed-alike orders. For each order, lock numbers won’t be repeated unless more than 300 lock sets are required per order. Note: Specific key numbers cannot be requested.

Upon receipt of your keyed-alike order, Haworth will draw from our standard inventory of 300 lock numbers. Lock plugs will be shipped according to finish in sets per the quantity specified. HW locks and keys (Figure 3) will carry a stamped ‘‘HW’’ on one side with 1 through 300 on the other side as an indication of the‘‘HW lock’’ program. All keyed-alike locks will be shipped with the first shipment of your order containing locking components.

Order Changes

For Order Changes/Cancellations; refer to North American Terms of Sale.

HAWORTH®

HW LOCK WORK SHEET

CUSTOMER NAME: ______________________________

P.O.#: ____________________ TAG AREA: ____________________

DATE: _____ / _____ / _____ REVISION#: ____________________

PROJECT#: ____________________

Office Number	Quantity		LSET/CSET Number
	Chrome	Black	

Office Number	Quantity		LSET/CSET Number
	Chrome	Black	

Office Number	Quantity		LSET/CSET Number
	Chrome	Black	

LSET NUMBERS/TOTALS		
	Chrome	Black
LSET-1		
LSET-2		
LSET-3		
LSET-4		
LSET-5		
LSET-6		
LSET-7		
LSET-8		
LSET-9		
LSET-12		
LSET-30		
LSET-999		

CSET NUMBERS/TOTALS		
	Chrome	Black
CSET-1		
CSET-2		
CSET-3		
CSET-4		
CSET-5		
CSET-6		
CSET-7		
CSET-8		
CSET-9		
CSET-12		
CSET-30		
CSET-999		

Note: LSET - New Products
CSET - Reconfiguration Projects

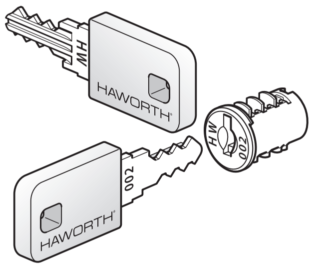
RETAIN FOR YOUR RECORDS

DO NOT SUBMIT WITH ORDER

HW Lock Program Prices

950 Series, Adaptable Upper Storage, Beside, Compose, Masters Series, OneTouch, Orlando/Orlando LS, Patterns, PLACES/PLACES Too, Planes, PREMISE, RACE, Tripoli, X Series, Vancouver, UniGroup/UniGroup Too, V Series, York

HW Lock Plugs and Keys



LSET

Description	Number	Price
Order with new product orders only*		
1 Lock Plug and Key	LSET-1	**N/C**
2 Lock Plugs and Keys	LSET-2	**N/C**
3 Lock Plugs and Keys	LSET-3	**N/C**
4 Lock Plugs and Keys	LSET-4	**N/C**
5 Lock Plugs and Keys	LSET-5	**N/C**
6 Lock Plugs and Keys	LSET-6	**N/C**
7 Lock Plugs and Keys	LSET-7	**N/C**
8 Lock Plugs and Keys	LSET-8	**N/C**
9 Lock Plugs and Keys	LSET-9	**N/C**
12 Lock Plugs and Keys	LSET-12	**N/C**
30 Lock Plugs and Keys	LSET-30	**N/C**
Key all locks alike (quantities greater than 30)	LSET-999	**N/C**
Order for reconfiguration of existing product		
1 Lock Plug and Key	CSET-1	**$ 7**
2 Lock Plugs and Keys	CSET-2	**13**
3 Lock Plugs and Keys	CSET-3	**22**
4 Lock Plugs and Keys	CSET-4	**25**
5 Lock Plugs and Keys	CSET-5	**31**
6 Lock Plugs and Keys	CSET-6	**40**
7 Lock Plugs and Keys	CSET-7	**37**
8 Lock Plugs and Keys	CSET-8	**44**
9 Lock Plugs and Keys	CSET-9	**58**
12 Lock Plugs and Keys	CSET-12	**77**
30 Lock Plugs and Keys	CSET-30	**194**
Key all locks alike (quantities greater than 30)	CSET-999	**12**

Features

- The Haworth HW Lock Program offers 300 lock numbers within the LSET series. LSET keyed-alike lock plugs/keys are for new locking product orders only and are available at no charge. LSET's ordered in excess of quantities required for new locking product on the order may result in order being placed on hold.
- For reconfiguration projects there are CSET lock plugs and keys available at a nominal charge.
- All lock plugs and keys with one LSET/CSET will ship with the same key number which is chosen at random.
- LSET-999 and CSET-999 are for quantities greater than 30 lock plugs and keys. Specify quantity of locks; locks are priced "per piece". Numbers will be the same for all locks and chosen at random.
- Haworth will assign key numbers from the inventory of 1 through 300.
- To order specific key numbers for replacement; refer to page 9.
- Master key available; separately specified.
- Keys are standard in nickel with black ovenmolded head; Locks plugs are available in chrome and black finishes.
- Refer to Lock Finish Chart, page 12.

Note: For replacement lock plug and key for Wood Casegood products manufactured before date noted, see Service Parts page 10.

Orlando -	Manufactured before May, 2002
Tripoli -	Manufactured before March, 2002
Vancouver -	Manufactured before November, 2001
Varia -	Manufactured before June, 2002

To Order LSET, Specify:

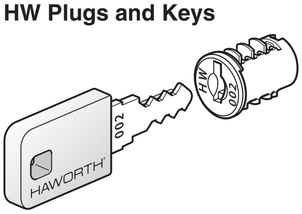
1) Product number.
2) Lock plug finish color.
   LR-BP Chrome
   LR-BL Black

To Order CSET, Specify:

1) Product number.
2) Lock plug finish color.
   LR-BP Chrome
   LR-BL Black

HW Lock Program Prices

HW Plugs and Keys



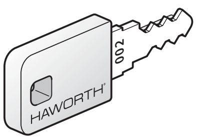
HW-SVC

Key Number Selection	Number	Price
KY-001 through KY-300	HW-SVC	**$15**

Features
- Includes one lock plug and one key.
- Keys are standard in nickel with black ovenmolded head.
- Lock plugs are available in chrome or black finishes.
- One control key (CK-3) for installing lock plugs into lock housings is provided.
- The key number will print on one side of key and HW on other side.
- Lock plug will also show HW and key number (refer to illustrations).

To Order, Specify:
1) Product number.
2) Lock plug finish color.
   LR-BP Chrome
   LR-BL Black
3) Key number.

HW Replacement Keys



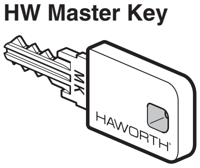
HWSK

Description	Quantity Included	Key Numbers Included	Number	Price
Includes one HW key; specify key number/quantity	1		HWSK-1	**$ 11**
	50	1-50	HWSK-2	**$175**
	50	51-100	HWSK-3	**$175**
	50	101-150	HWSK-4	**$175**
	50	151-200	HWSK-5	**$175**
	50	201-250	HWSK-6	**$175**
	50	251-300	HWSK-7	**$175**
	300	1-300	HWSK-300	**$881**

Features
- Includes HW keys only.
- HWSK-1; order for specific HW key number replacement; Specify HW key number.
- HWSK-2 through HWSK-300; specific HW key number series included.

To Order, Specify:
1) Product number.
2) Key number (HWSK-1 only).
   (No finish specification required.)

HW Master Key



HWMK-1

Description	Number	Price
Master key	HWMK-1	**$12**

Features
- Includes one key.
- Specify the HWMK-1 key if additional or replacement HWMK key is needed.
- HWMK keys are silver with a **red** ovenmolded head.

Note: Master keys can only be used for HW Lock Program.

To Order, Specify:
1) Product number.
   (No finish specification required.)

HW Control Key



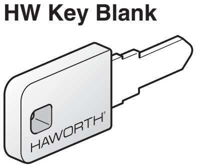
CK-3

Control key (no key number selection required)	CK-3	**$12**

Features
- A single control key is provided with each lock shipment.
- CK-3 control key can be used to remove HW lock plug in unlocked position only.

To Order, Specify:
1) Product number.
   (No finish specification required.)

HW Key Blank



HWKB-1

Key Blank	HWKB-1	**$263**

Features
- Includes 100 key blanks for use with HW Lock Program only.

To Order, Specify:
1) Product number.
   (No finish specification required.)

Service Parts Prices

950 Series, Adaptable Upper Storage, Compose, **if**, Masters Series, OneTouch, Orlando/Orlando LS, Patterns, PLACES/PLACES Too, PREMISE, RACE, Tripoli, X Series, Vancouver, Varia, UniGroup/UniGroup Too, V Series, York

Service Parts

Service parts for the SL and MLP keys and plugs as well as the ML keys are available through www.EasyKeys.com; Haworth will not be supplying these products directly.

To order products, dealers must set up an account with Easy Keys.

Please follow these instructions to create an account:

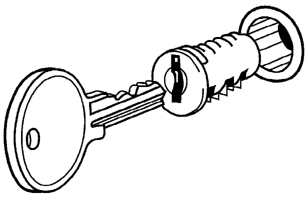
–Log into dNet
–Click on News tab
–Click on SL and MLP discontinuation and HW Introduction link
–Click on Easy Keys link on bottom of page
–You will be taken directly to the registration page on www.EasyKeys.com
–Follow the process to create an account

After the account is set up, dealers can order product at the negotiated rate. For future orders, dealers can go directly to www.EasyKeys.com and log in. In order to receive the discounted pricing, dealers must log in with the username and password that was created while setting up the account.

Service Parts Prices

Tripoli, Orlando, Varia

	Description	Available Key Numbers	Number	Price
Tripoli Locks and Keys	Lock plug and (two) keys	KY-100 - KY-149	S-1235	**$17**
	Control key		138-068	**52**



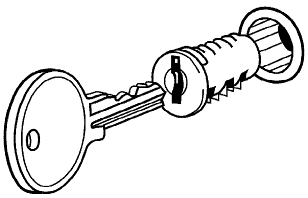
S-1235

Features
- Lock plug available in brass finish color only.
- Lock plug is field installed only.
- For product manufactured before December 1, 2002.
- For Tripoli manufactured after December 1, 2002, use SL locks.

To Order, Specify:
1) Product number.
2) Key number if applicable.

Example: S-1235, KY-110.

	Description	Available Key Numbers	Number	Price
Orlando and Varia Locks and Keys	(1) Key only	KY-100 - KY-149	Y-KY	**$19**
	Lock plug and (2) keys	KY-100 - KY-149	S613-304	**19**
	Control key		138-068	**52**



S613-304

Features
- Lock plug available in black finish color only.
- No master keying available.
- Use for Varia Wood Casegoods manufactured before June, 2002.
- For Varia manufactured after June, 2002, use SL locks.

To Order, Specify:
1) Product number.
2) Key number if applicable.

Example: S613-304, KY-115.

Lock Plug Finishes

Lock Plug Finishes

Lock plug faces and trim rings will be Chrome (bright nickel plate) or Black finish, depending on the product group and finish option selected.

PRODUCT LINE	LOCK PLUG COLOR
950 Series	Chrome
Adaptable Upper Storage	Chrome/Black
Beside	Chrome
Compose	Chrome/Black
Masters Series	Chrome/Black
Orlando	Black
Orlando LS	Chrome/Black
Patterns	Chrome/Black
PLACES Wood Casegoods	Black
Planes	Chrome/Black
PREMISE	Black
RACE	Chrome
Tripoli	Chrome/Black
UniGroup/UniGroup Too	Chrome/Black
X Series	Chrome/Black
V Series	Chrome/Black
York	Chrome/Black
Vancouver	Chrome/Black
Varia	Black

North American Terms of Sale

These Terms of Sale are part of a quotation, bid response, or other sales document issued by Haworth, Inc., Haworth, Ltd. (“Haworth”).

These Terms of Sale do not cover products manufactured in North America shipping to non-North American countries nor do they cover products manufactured in non-North American countries shipping to North America. For those terms of sale, please contact Haworth’s Global Trade and Compliance Department at 616.393.3000 or through Haworth.com.

A. Ordering Information

Haworth sells its products on the terms set forth in these standard Terms of Sale:

ORDERS MUST BE SUBMITTED IN WRITING OR ELECTRONICALLY (OrderLine) AS REPRESENTED BY A VALID PURCHASE ORDER, WHICH INCLUDES PRODUCT TOTAL.

An order is not binding upon Haworth until Haworth issues an order acknowledgment to the customer (the “Customer”), which will include price information and an anticipated shipping date.

1. Order Changes/Cancellations

For Specials, Customer’s Own Material (C.O.M.), finish matches, custom colors, custom products, Master lock and key orders, and RUSH orders, no changes or cancellations are allowed 24 hours after order placement. Standard lock orders (key schedules) cannot be changed if they fall within 2 weeks of the acknowledged ship date. All other products require approval for changes or cancellations. A change/cancellation fee may apply. Contact Order Services for applicable charges.

Ship-to addresses changed within five (5) business days of shipment will incur fees to cover administrative costs due to re-labeling of product and/or reconsignment fees with the carrier.

Order cancellations are complete annulments of orders. Order changes are the deletion of line items or a change in size, color, quantity, ship-to address, or scope of work. There is no penalty for additions; however, any change may cause the order or the line items affected to be rescheduled. Order changes involving additional product and services which increase the value must be accompanied by an amended Purchase Order or other document as agreed.

ALL CHANGES MUST BE IN WRITING, REGARDLESS OF THE (DOLLAR) VALUE. CHANGES ARE NOT BINDING UPON HAWORTH UNTIL HAWORTH ISSUES AN ACKNOWLEDGMENT OF THE CHANGE.

2. C.O.M. (Customer’s Own Material)

A Customer who requests a fabric, surface or finish material (C.O.M.) not in Haworth’s standard finish offering must first confirm approval of or request new approval for the C.O.M.

Haworth will determine feasibility of the material for manufacturability. For a description of the procedure to submit C.O.M. samples, contact Haworth’s Order Services department. For testing information, see the C.O.M. section of the catalog, or call Haworth Order Services.

If Haworth agrees to use the C.O.M., (1) Haworth shall have no responsibility for the condition, quality, value, performance, physical properties, or any other aspect of the C.O.M.; and (2) Haworth shall have no liability for any damages, injuries, or losses to the Customer or to any third party that shall be caused by any C.O.M., and the Customer shall hold Haworth harmless for all such liability.

3. Valid/Complete Purchase Order

The following information is required in order to process an order with Haworth:

a. Customer Information

i. **Sold To:** Legal name, complete address (if Haworth is to bill the end user, provide end user Purchase Order made out to Haworth, Inc., Haworth, Ltd.) and phone and fax number.

ii. **Ship To:** Legal name and address.

iii. **Purchase Order Number:** From the party Haworth will be billing.

iv. **Authorized Signature:** All Purchase Orders must be signed by a duly authorized representative if a signature line is present. Electronically transmitted Purchase Orders will be accepted without a signature if dealer billed and the dealer has an electronic purchase payment agreement on file.

v. **Contact Name and Phone Number:** Person Haworth should contact with any questions regarding the order.

vi. **Shipping Contact:** Name and phone number of person to be contacted regarding shipping and delivery matters.

vii. **Tagging Instructions:** This information will appear on all documentation received from Haworth including: cartons, acknowledgments, and invoices. Normally 1 tag is allowed per $8,000.

viii. **Price Agreement or National Sales Agreement Number**

ix. **Product Total:** Net dollars.

x. **Installation, Design, Project Management, and/or Service Fees**

b. Product Information

i. **Quantity**

ii. **Product Numbers**

iii. **Colors**

iv. **Specials:** Specify Inquiry and line number for new special products.

v. **Customer’s Own Material:** Order entry code, manufacturer, pattern, color, and who is ordering the C.O.M. fabric (Haworth, dealer or the Customer).

vi. **Approval Drawings:** An authorized signature by a duly authorized representative is required for shop drawings when applicable.

vii. A deposit may be required for custom materials.

c. Order Confirmation

All orders will be acknowledged.

B. Pricing Policies

1. Terms of Payment

Terms of payment and credit limits will be established based on financial information. Standard payment terms on open credit are net thirty (30) days from invoice date. Advance payments or other payment security may be required by Haworth. The account balance must be at or below the credit limit and current at all times (no past-due balances). Haworth reserves the right to delay or cancel any shipment to a Customer whose Haworth account balance is over the credit limit and/or past due. For walls and floors a deposit will be required.

2. Terms of Credit

Customer hereby authorizes Haworth to obtain such credit reports, financial information or other information as Haworth may request, including, without limitation, credit information from any financial institutions or others having a business relationship with the Customer. Customer hereby authorizes any credit references to answer Haworth’s inquiries and provide such credit information and documentation as Haworth may request.

The Customer hereby releases and holds Haworth harmless for any inconvenience whatsoever, caused by any temporary or permanent withdrawal or restriction of credit privileges hereunder, or the enforcement of any of the provisions contained in this paragraph.

3. Past-Due Charges

Past-due balances will be increased by a maximum of 1.5% per month, or 18% annually, without forfeit of Haworth’s right to immediate payment.

4. Applicable Prices

Prices and discounts are subject to change without notice or approval. In the event of an adjustment to pricing, National Sales Agreement (NSA) Customers will be notified in advance according to the terms of the NSA.

Applicable prices are those in effect at the time of the RECEIPT of an order; Haworth reserves the right to use the published pricing effective at the time of shipment, if the requested shipping date is more than 120 days after the order receipt date.

North American Terms of Sale

The price of any product sold to Customer by Haworth will be based upon the price for the products as follows:

Destination	Price List (“Catalog”)
U.S.A.	U.S.A.
Canada	Canadian
Mexico	U.S.A.

5. C.O.M. (Customer’s Own Material) Charges

Refer to appropriate Customer’s Own Material (C.O.M.) form for applicable surface material charges.

6. Taxes

a. U.S.A.: Haworth prices do not include any sales, use or similar taxes. The Customer is responsible to remit directly to Haworth all such taxes when invoiced.

b. Canada: Prices listed in the Canadian catalogs include applicable customs duty. Prices do not include the Federal Goods and Services Tax or any provincial or other sales taxes. Any federal, provincial or other taxes or assessments based upon the sale or shipment of products or services sold applicable to the Customer at present or later imposed by federal, provincial or municipal agencies, shall be added and paid by the Customer.

c. Mexico: Prices listed in the U.S.A. catalogs do not include customs duty, value added or any other tax with respect to the sale, use, ownership, or value of any product or service provided by Haworth. Customer is responsible for all such taxes.

NOTE: For all countries a valid sales tax exemption certificate must be approved by and on file with Haworth prior to product shipment. Otherwise, sales tax will be due and payable to Haworth when such tax is invoiced to Customer.

7. Services

If, as a result of Customer request, the Haworth dealer or Haworth subsidiary provides planning/ design services, storage, project management, special handling, set-up, installation and/or other services, the Customer will be charged at the local Haworth dealer/subsidiary’s prevailing rates.

8. Termination by Haworth

Haworth may immediately terminate an order upon written notice in the event bankruptcy or insolvency proceedings are instituted by or against the Customer, or the Customer is adjudicated as bankrupt, becomes insolvent, makes an assignment for the benefit of creditors, or proposes or makes any arrangements for the liquidation of its debts, or a receiver or receiver and manager is appointed with respect to all or any part of the assets of the Customer.

C. Shipping and Delivery

Haworth will have the right to determine the method of shipment and routing of product.

This section does not apply to Haworth’s TecCrete or TecFlor products. TecCrete and TecFlor are sold freight collect.

If, for any reason, a delivery has to be made to an intermediate location (i.e. a location other than the “Ship To” location noted on the order or ultimate end user location), all handling and re-delivery costs incurred would be at the Customer’s expense.

1. U.S.A. - Contiguous

All deliveries will be CPT (Carriage Paid To) (ICC Incoterms 2010) Haworth’s manufacturing facilities or distribution centers. Freight charges will be prepaid by Haworth on all orders to locations within the continental United States. Customer bears all risk of loss or damage to the goods when they are placed on Haworth’s means of transport.

2. U.S.A. - Non-contiguous (Alaska, Hawaii and Puerto Rico)

All deliveries will be CIF (Cost, Insurance and Freight) (ICC Incoterms 2010). Haworth’s catalog prices include ocean freight and insurance to the port of the final destination. Haworth has the right to determine the carrier, method of shipment and routing. Haworth will contract with the insurer and provide minimal insurance coverage (CIF @ 110%) made payable to the Customer. Customer is responsible to obtain greater insurance if so desired.

Customer bears all risk of loss or damage to the goods when the goods are effectively at the disposal of the Customer on board the vessel at the named port of destination. Proof of delivery is a clean on board bill of lading. Customer will be responsible for all on-carriage from the receiving port to the final destination.

3. Canada

All deliveries will be DDP (Delivered Duty Paid) (ICC Incoterms 2010). Haworth’s catalog prices include delivery to Customer’s named place, not unloaded from any arriving means of transport. Customer bears all risk of loss or damage to the goods when they are delivered to the Customer’s named facility not unloaded. Haworth will assume responsibility to file all freight claims with the carrier for any loss/damage which may occur while product is in transit, and will promptly repair or replace any damaged or lost product. Haworth requires the Customer to report all freight damage and/or loss to both the carrier and to Haworth.

NOTE: Under all shipping terms (U.S.A. and Canada), any additional expense resulting from Customer’s request for expedited transportation, special services, packaging, handling, routing, and/or shipping method will be billed to Customer.

4. Mexico

All deliveries will be DAP (Delivered to Place) (ICC Incoterms 2010). Haworth’s catalog prices include freight charges for normal surface transportation to a United States point of exportation within the 48 contiguous states. Haworth has the right to determine the carrier, method of shipment and routing.

Customer bears all risk of loss or damage to the goods when the goods are delivered to the named United States point of exportation. Haworth will provide customs clearance facilitation and arrangement of local delivery through an Authorized Dealer in Mexico, on a separately negotiated basis. Otherwise the Customer will be responsible for all customs clearance formalities and on-carriage from the United States point of exportation to the final destination in Mexico.

5. Ship Dates and Delay

If Haworth cannot ship products as scheduled due to causes beyond its reasonable control (such as casualty, labor disputes, or accident; inability to obtain necessary labor, material or transportation; or changes requested by the Customer), the ship date will be extended to compensate for the delay as determined by Haworth.

6. Delivery Shortages and Damage

Product shortages and damage must be noted on delivery receipts at the time of delivery and reported to the carrier for correction.

Claims against Haworth for shortages, errors, or damage must be made within three (3) days of the date of delivery or the Customer waives the right to make such a claim. Signed Bill of Ladings or Delivery Receipt must be sent in with claims.

7. Storage

Haworth may transfer product to storage at the Customer’s risk and expense if the Customer is unable or unwilling to take delivery of product as originally scheduled. Upon such transfer to storage, the Customer assumes risk of loss. Haworth will invoice the Customer for storage fees and the Customer will make payments in accordance with Haworth’s standard payment terms.

North American Terms of Sale

D. General Terms

1. Governing Law

For products purchased for delivery in the U.S. pursuant hereto, this Agreement shall be governed by and construed according to the laws of the State of Michigan. Where Products are purchased for delivery in Canada pursuant hereto, this Agreement shall be governed by and construed according to the laws of the Province of Alberta. In either case, the parties attorn to the exclusive jurisdiction of the courts of Michigan and Alberta, respectively for the purpose of hearing any disputes arising under this Agreement or with respect to any Products sold pursuant hereto, and agree that the provisions of the United Nations Convention on Contracts for the International Sale of Goods and any other provision or law which would have the effect of applying the laws of any jurisdiction other than Michigan or Alberta, as the case may be, shall be excluded.

2. Force Majeure

In the event that the performance of Customer or Haworth or its participating dealer assignee(s) would be prevented, restricted, interfered with or rendered commercially impracticable by reason of Force Majeure, then upon the giving of notice to the other parties, the party affected by the Force Majeure shall be excused from performing hereunder until the Force Majeure no longer prevents, restricts, interferes with, or renders such performance commercially impracticable.

“Force Majeure” shall mean: fire, explosion, breakdown of plant, epidemic, hailstorm, snow/ice storms en route, hurricane, tornado, cyclone, flood or power failure; war, revolution, civil or military disturbances, acts of public enemies, acts of terrorism, blockade or embargo; any law, order, proclamation, regulation, ordinance, demand or requirement of any applicable governmental authority or any subdivision, authority, or representative of any such government; labor difficulties, including without limitation, strikes, slowdowns, picketing or boycotts; or difficulties beyond Haworth’s reasonable control in obtaining necessary raw materials, labor, fuels and electric power, components or facilities, and any other circumstances beyond the control of the party affected.

3. Delays by Customer

Where Haworth has not received adequate site dimensions, Product specifications, shipping information, installation particulars or other information required by Haworth to permit the efficient manufacture of any Products, or where site conditions are not in accordance with the Installation Requirements set forth, or are not otherwise suitable to permit effective and efficient installation, the manufacture and/or delivery of Products may be delayed, and such event shall constitute a delay by the Customer. When manufacture, delivery or installation is delayed by the Customer or at the Customer’s request: (i) Haworth may, at its option, present the invoice for the full price of the Products to the Customer as then due and payable; (ii) the Customer shall pay to Haworth all reasonable storage, handling and other reasonable incidental expenses incurred by Haworth in connection with such delay; and (iii) the Customer shall bear all risk of loss or damage to the Products being held by Haworth for the Customer.

4. Use and Installation of Products

Haworth recommends that its products be installed by certified, qualified and approved installers according to Haworth’s written installation procedures. The Customer agrees to use Haworth products properly; not to remove or alter safety devices, warnings, or operation instructions placed on products by Haworth, and to instruct employees as to the proper care and use of the products according to printed instructions.

5. Warranty

Haworth’s standard North American Lifetime Warranty will apply as appropriate. All product line warranty specifics are available in each catalog or upon request.

E. Services

Service requests for design, installation, relocation, storage, etc. are handled by the local Haworth dealer on a separately negotiated basis. Contact the local Haworth dealer, affiliate or area sales office for more details.

Scope of Work - Design

Customer acknowledges that the Products to be manufactured or procured by Haworth in connection with the order are or may be custom manufactured for the Customer and that Haworth may be required to perform extensive work in relation to the design and specification of such Products. Where Customer requests that Haworth create as-built drawings or make more than two material revisions to any particular Product design or specification, Customer agrees that Haworth shall be entitled to invoice Customer with respect to such additional work on the basis of Haworth’s then prevailing rates for related design and specification services.

Installation Requirements

Where installation services are to be provided by Haworth, its Authorized Dealer or subcontractor, a document will be provided setting forth the scope of installation work to be performed (the “Scope of Work”) and the price to be charged therefore. Unless otherwise specified in the scope of work, Haworth’s installation services are limited to products sold by Haworth with the exception of lighting, under floor electrical and data.

General Conditions

(a) Sufficient time shall be allocated by the Customer following delivery of Products and prior to Customer’s occupation of the premises to allow the installation of all Products during conventional working hours, Monday through Friday, 7:30 a.m. to 4:30 p.m. Where sufficient time is not allocated and Haworth is required or requested to perform installation work outside of such times, overtime charges shall be charged at Haworth’s then prevailing rates. (b) Haworth shall be given free and exclusive access to; (i) a loading dock within 150′ of the freight elevator or hoist, which loading dock shall be of sufficient size to enable full-size tractor-trailer deliveries to the premises (where required by Haworth); (ii) a freight elevator or hoist of sufficient size and capacity to allow the efficient movement of the Products; (iii) an unobstructed and safe pathway to the area where Products are to be stored or staged; (iv) a secure storage / staging area; (v) convenient trash facilities; (vi) adequate lighting; (vii) a work site that complies with applicable health and safety legislation. Where such areas and facilities are not available, Haworth shall be entitled to bill Customer for all amounts incurred by Haworth for double-handling, product movement, lifting, hoisting, trash removal and any other resulting charges. (c) The installation site shall be free and clear of existing furniture, debris, or other obstructions (including construction in progress) and shall otherwise be in the reasonable opinion of Haworth ready for installation of the Products. Any building where Products are to be installed shall be fully closed in, dry and protected from the natural elements, with temperatures between 40°F and 90°F (4°C and 32°C) and relative humidity not to exceed 70% at all times including receipt of products, during and after installation and shall be adequately heated and/or air-conditioned. Where unusual site conditions exist which impede or prevent the normal installation of any Products, applicable extra charges shall apply at prevailing rates. (d) Haworth’s installation pricing is based upon the installation occurring as one continuous delivery and installation project. Phased installation pricing shall be provided by Haworth on a case by case basis. (e) Electrical hardwiring, plumbing and mechanical work is not included and shall be the responsibility of the Customer. (f) Except as may be otherwise specifically indicated, installation pricing does not apply to projects where union labor is required. Where Haworth has provided installation pricing on the basis that non-union labor be utilized, and where Haworth is required to use union labor or it otherwise becomes impractical to use non-union labor, or where Haworth is required by law to use prevailing wages, Haworth shall be entitled to charge the Customer for any cost differential between the anticipated cost of non-union labor and the actual cost of utilizing union or prevailing wage labor. (g) Haworth shall not be responsible for obtaining permits.

North American Terms of Sale

Project / Site Conditions

Lateral load bracing is not included in the scope of Haworth's work and shall not be performed by Haworth. In areas where Nexus™ or TecCrete flooring Products are to be installed by Haworth overhead construction must be completed prior to the commencement of such work to avoid damage to the panels and finishes. The existing subfloor must be smooth, mopped clean, free of moisture, dust, dirt and debris. Once installed, the access floor must be maintained in the same manner. The subfloor must have a maximum vertical elevation deviation of 0.375″ (10mm) over a horizontal span of 10′-0″ (3m), and without discontinuities in floor slope. For greater certainty, the scope of Haworth's installation work in such areas shall not be deemed to include any work required to level such subfloor, remove protrusions, remove pre-existing floor coverings or adhesives, or any other work which is required to remedy any conditions which may impede the efficient installation of Nexus™ flooring. Except as may be otherwise specifically indicated in the order, installation pricing for Nexus™ flooring Products and the Scope of Work in relation thereto shall not include any work required to remove and replace floor panels following their initial installation to provide tradespersons or others with access to the underpanel cable management cavity. In areas where movable walls are to be installed, all flooring (including carpeting) and ceiling components (including dropped ceiling grid components) shall be fully complete and ready for the installation of the movable wall products. Further, the existing floor (or other surface on which the movable wall panels are to be installed) shall have a maximum vertical deviation of 1.25″ (30mm) and the dropped ceiling grid shall have a maximum vertical deviation of 0.375″ (10mm) from the specifications to which such movable wall panels were designed and manufactured (collectively the "Permitted Tolerances"), and shall otherwise comply with any site condition assumptions made known to Haworth prior to the manufacture of such Products (the "Site Assumptions"). Where the Permitted Tolerances or Site Assumptions are not strictly adhered to or met, additional charges may be incurred in connection with site remediation and/or the modification or remanufacture of affected movable wall products, together with all resulting shipping and labor charges at Haworth's then prevailing rates for such Products and services.

Installation Change Orders

Where Customer requests work to be performed or materials to be provided which are not contemplated in the Scope of Work, or Customer otherwise requests Products or services not contemplated in the order (collectively "Extras"), prior to providing such Extras Haworth reserves the right to require the Customer to provide and sign a written Purchase Order or Change Order acceptable to Haworth describing the Extras and the amounts to be charged therefore, and the Customer agrees to pay such charges.

Entire Agreement

The order and this Agreement (including applicable Schedules) constitute the sole agreement between the parties and supercede any prior understanding or written or oral agreements between the parties (excluding National Sales Agreements). No waiver of any of the provisions of these Standard Terms and Conditions shall be binding on Haworth unless expressly agreed in writing.

Revision Date: July 1, 2011

Product Non-Obsolescence and Warranty Policy

(This North American Haworth Product Non-Obsolescence and Warranty Policy applies to products manufactured after October 31, 2010)

Haworth, Inc. or Haworth, Ltd., (each called "Haworth") will make a good faith effort to maintain product compatibility within our various generations of product platforms to provide our customers with spaces that adapt to change. Under our non-obsolescence policy, we commit to provide our customers with products of comparable function or operational characteristics for a term equal to the Applicable Warranty Period. Haworth fabrics and finishes must be updated periodically to maintain the market appeal of our products and respond to the demands and changing preferences of our customers. As a result, we or the manufacturer may discontinue some fabrics and finishes before expiration of the Applicable Warranty Period.

If a new product purchased or leased from Haworth or from an authorized Haworth dealer proves to be defective (as defined below) while the product is still in the possession of the initial purchaser or lessee and if they, within the Applicable Warranty Period, send notice of the defect to Haworth by electronic mail (ctop@haworth.com), then, except as provided below, Haworth will, at Haworth's option, either repair or replace the product, at Haworth's expense, or refund the purchase price of the product. Except as provided below, a product shall be considered "defective" if Haworth finds that it is defective in material or workmanship and if the defect materially impairs the value of the product to the purchaser or lessee. Applicable Warranty Periods are set forth below. Each Applicable Warranty Period begins on the day the product is manufactured, except that the Applicable Warranty Period for a flooring product begins when its installation is complete. If a product that the purchaser or lessee references in a notice of defect was not installed by a Haworth Certified installer and/or reconfigured by a Haworth-trained installer, then the product may not be considered defective and Haworth will not be obligated to repair or replace it or to refund its price.

ALL HAWORTH PRODUCTS ARE WARRANTED FOR 24 HOUR/7 DAYS USE EXCEPT AS NOTED*

PRODUCTS	APPLICABLE WARRANTY PERIOD
All Haworth products are warranted for except products, components and materials described below:	LIFETIME
Very and Zody Task Chair framework and mechanisms are warranted for persons up to 300 lbs for	Twelve Years
All other seating mechanisms* (excluding mechanisms in wood or wood framed chairs), electrical components, electrical accessories and fixed task lighting (excluding underfloor power), upholstery foam, seat and back mesh, seating glides and casters, stack chair frames, wall products and products that are at any time used in a classroom or educational environment (other than administrative areas) for except as limited or described below:	Ten Years
Wood or wood framed products and wood chairs including their mechanisms, gel arm caps, fabric scrims and fabrics rated (A) Heavy Duty under Association of Contract Textiles guidelines, leather, user-adjustable worksurface mechanisms, thermofused laminates, slow close mechanisms, ambient and flexible task lighting, horizontal glass or thermoplastic table assemblies and Jump Stuff products (other than Boogie Board (lifetime)) for	Five Years
Flooring products, including underfloor power (excluding factory-applied surfaces), plastic ultraviolet light color fastness and fabrics rated (a) General Contract under the Association of Contract Textiles guidelines for	Three Years
Products that are manufactured outside North America and sold into the North American market for	One to Five**
Non-standard Specials products, soft palm rest, mouse pad insert, translucent edge marring and factory-applied surfaces on flooring products for	One Year

Service parts used for warranty carry the remaining balance of the assembly's original warranty period.
***The Applicable Warranty Period for these products is single shift forty hour week. If used more than this, then the Applicable Warranty Period will be reduced in proportion to the increased usage. For example, if a chair is used an average of sixty hours per week, then the Applicable Warranty Period for the seating mechanism is six years, eight months instead of ten.
****The Applicable Warranty Period for each such product is specified in Haworth's price list for the product.

A product will not be considered to be defective, and Haworth will not repair, or replace it or refund its price if the product (1) is a consumable product, such as a lamp or light ballast; (2) is "Customer's Own Material" (i.e. material specified by the purchaser or lessee that is not a standard Haworth product offering, such as Haworth Alliance fabrics); (3) is not installed and used as recommended in Haworth's written specification, installation and user guides; (4) has been otherwise misused or suffered abusive damage or (5) is a product that is manufactured by a third-party supplier from whom Haworth purchases it for resale without incorporating it into Haworth products (in which case Haworth will assign to the purchaser or lessee any warranty that the manufacturer provides). A defect in materials or workmanship does not include damage to a product, or failure of a product to operate or perform properly or to maintain appearance, caused by (a) normal wear and tear; (b) an Act of God or transportation; (c) a product alteration made without Haworth's express written authorization; (d) the natural variation of color, grain or texture found in wood and leather; (e) the natural aging found in materials such as wood, fabric and leather which results in colors shifting during use; (f) dye lot variations in fabric, leather or wall covering or (g) the natural patina and "puddling" of leather during use.

EXCEPT AS STATED ABOVE, HAWORTH DOES NOT MAKE A WARRANTY AS TO ANY PRODUCT AND, IN PARTICULAR, DOES NOT MAKE A WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. Product repair or replacement or refund of the price, at Haworth's option, in accordance with this Policy, is the purchaser's or lessee's exclusive remedy for a product defect. Haworth shall not have tort liability with respect to a product, and Haworth shall not be liable for any consequential, economic, indirect, special, punitive or incidental damages arising from a product defect.

Released October 31, 2010

HAWORTH®

For more information call 800.344.2600 or 616.393.3000.

haworth.com | haworth-europe.com | haworth-asia.com